

The background of the slide features a perspective view of a series of white, fluted classical columns standing on a set of wide, white stone steps. The columns and steps recede into the distance, creating a sense of depth and grandeur. The lighting is soft, casting gentle shadows.

Helping Government **Serve the People™**

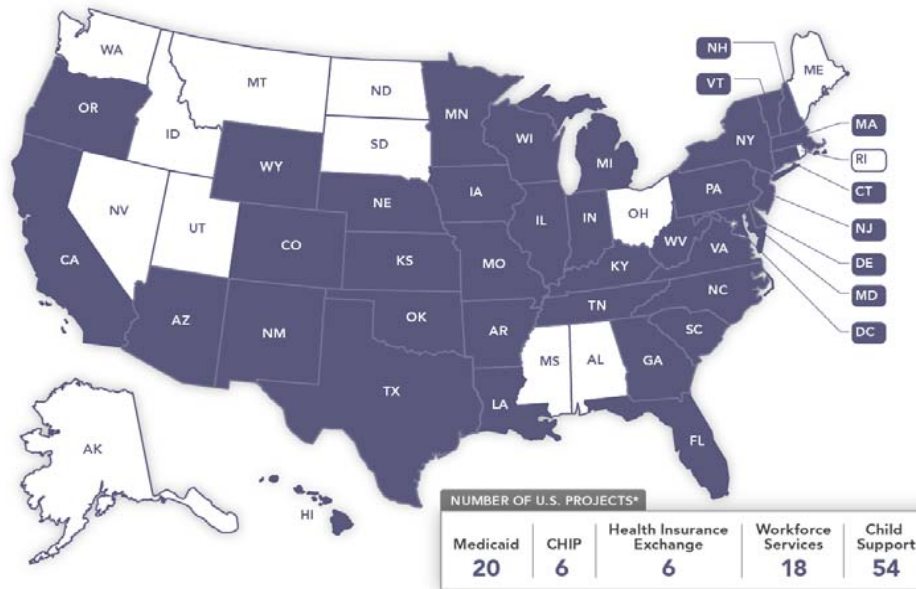
## **Corporate Overview**

**December 2015**

**MAXIMUS®**

## Leading Government Social Programs Partner

- Founded in 1975 and headquartered in Reston, Virginia
- Approximately 16,000 employees across the United States, Australia, Canada, New Zealand, Saudi Arabia and the United Kingdom
- More than 20 U.S. Federal agencies
- Each of the 50 states, District of Columbia and several territories
- Every major U.S. city and county
- Independent, publicly traded company (NYSE:MMS), with annual revenue of \$2.2 billion, healthy balance sheet and no conflict of interest



\* Does not include federal operations or consulting contracts.

## 100+ Contracts with Contact Center Components



### Nationwide (U.S.)

Federal Marketplace Customer Contact Center  
 Federal Marketplace Eligibility Appeals (2 locations)  
 Federal Services Health Appeals (5 locations)  
 Tax Credit and Employer Services  
 Ticket to Work Program

### Canada (3 Provinces)

**5** British Columbia    **1** Ontario    **1** Prince Edward Island

### United States (37 States + D.C.)

<b>1</b> Arkansas	<b>2</b> Kansas	<b>4</b> North Carolina
<b>1</b> Arizona	<b>1</b> Kentucky	<b>1</b> Oklahoma
<b>7</b> California	<b>3</b> Louisiana	<b>1</b> Oregon
<b>4</b> Colorado	<b>4</b> Maryland	<b>3</b> Pennsylvania
<b>1</b> Connecticut	<b>1</b> Massachusetts	<b>3</b> South Carolina
<b>1</b> Delaware	<b>3</b> Michigan	<b>7</b> Tennessee
<b>1</b> District of Columbia	<b>3</b> Minnesota	<b>4</b> Texas
<b>1</b> Florida	<b>2</b> Missouri	<b>1</b> Vermont
<b>4</b> Georgia	<b>1</b> Nebraska	<b>2</b> Virginia
<b>1</b> Hawai'i	<b>1</b> New Hampshire	<b>2</b> West Virginia
<b>3</b> Illinois	<b>5</b> New Jersey	<b>1</b> Wisconsin
<b>2</b> Indiana	<b>1</b> New Mexico	<b>1</b> Wyoming
<b>3</b> Iowa	<b>4</b> New York	

## Services Overview

**1 out of 2** Medicaid managed care beneficiaries served by MAXIMUS

**6** state-based health insurance exchange contact centers operated by MAXIMUS

**.04%** error rate for eligibility and enrollment services for a large CHIP operation

**30+ years** experience in helping agencies address difficult managerial, operational & technical challenges

### Core Services

- Center for Health Literacy
- Outreach & Education
- Eligibility
- Enrollment
- Customer Contact Centers
- Beneficiary Services & Provider Services
- Conflict-Free Assessments
- Premium Assistance
- Appeals & Independent Medical Review

### Program Operations

- Health Insurance Exchanges
- Medicaid & CHIP
- Medicare
- Dual Eligibles
- Long-Term Services & Supports
- Health Insurance British Columbia
- U.K. Fit for Work
- U.K. Health Assessment Advisory Service
- TANF & WIOA case management
- SNAP education & training
- Disability employment services
- Tax credit & employer services
- SSI advocacy & eligibility assistance
- Child support enforcement
- New hire reporting

## Full-Service Provider for U.S. Federal Agencies

### Mission Focused

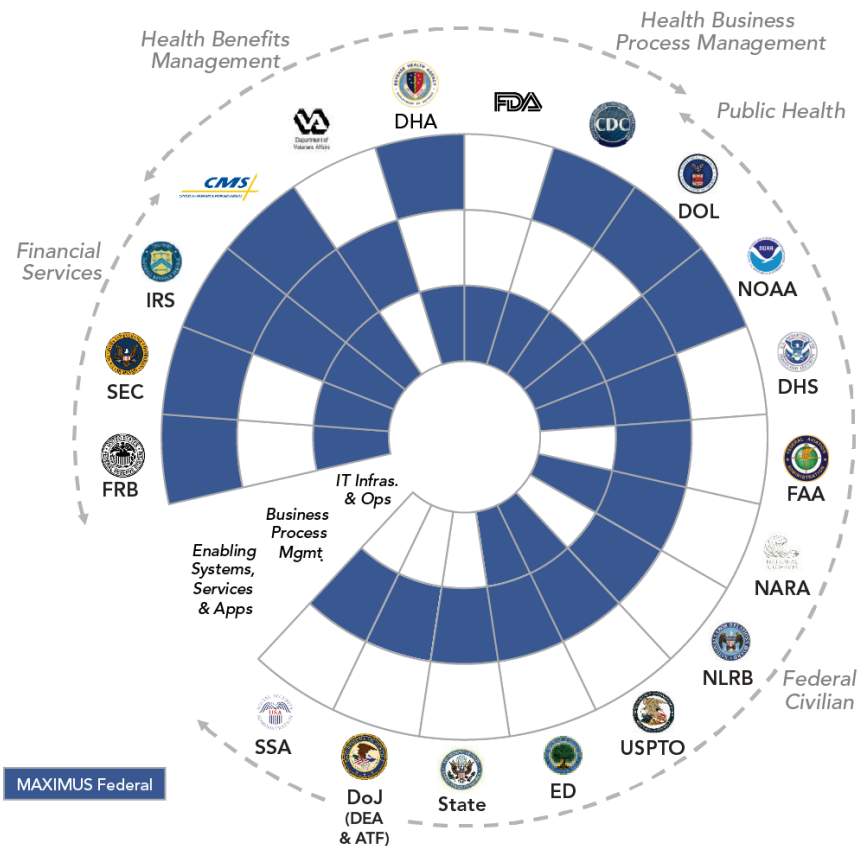
To be a responsible steward for government programs, helping the government deliver on its promises with focus on outcomes.

### Conflict Free

A truly independent, technology-neutral services provider, ensuring our clients and partners of our objectivity.

### Outcomes Based




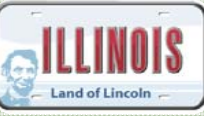

Every service tailored to project requirements, with results measured in terms of desired outcomes and presented through accurate reporting.



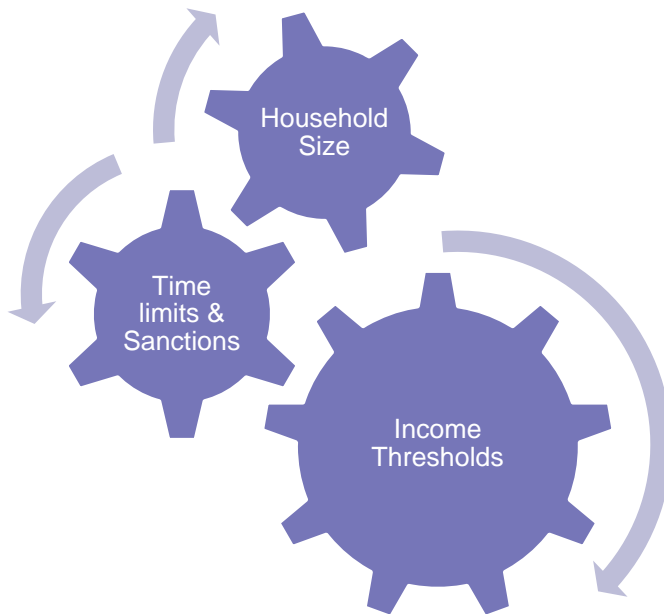
## Eligibility & Enrollment



## Helping States Achieve Program Outcomes

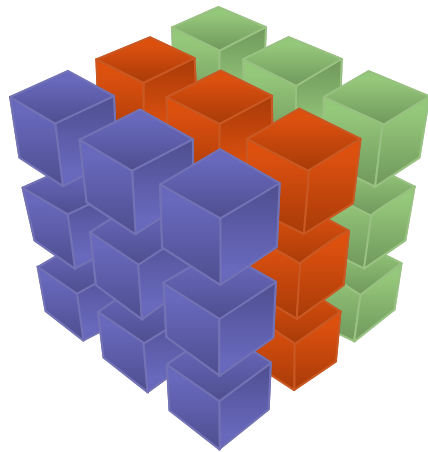
	<ul style="list-style-type: none"> <li>• Answered 60% of calls directed to local <b>MassHealth</b> Enrollment Centers (MEC) through effective call triage and intelligent IVR</li> <li>• Decreased the volume of MEC-directed calls in real time through Web-based call distribution; refocused the workload of 100 state employees</li> </ul>
	<ul style="list-style-type: none"> <li>• Increased <b>MIChild</b> enrollment by 17% through electronic interface to the eligibility system</li> <li>• More than 70% of MIChild applicants use interactive Internet application and receive an immediate eligibility decision</li> </ul>
	<ul style="list-style-type: none"> <li>• Increased operational capacity and efficiency of the centralized, statewide <b>NY Enrollment Center</b> through mail-in, telephonic and electronic processing of applications and renewals</li> </ul>
	<ul style="list-style-type: none"> <li>• Enhanced fraud prevention through income and data verification for the <b>Medicaid</b> population</li> </ul>
	<ul style="list-style-type: none"> <li>• Developed effective public-private partnership for application assistance and enrollment of <b>Medicaid, CHIP, TANF, SNAP, Women's Health Program</b> and <b>Perinatal Program</b> clients</li> <li>• Scheduled appointments with state workers for SNAP clients</li> </ul>

## Eligibility Criteria



- Complex household rules
- Different validation & verification requirements
- Different data sets and data quality
- Different renewal and re-enrollment timeframe
- Differences in eligibility timing
- Differences in change of circumstance allowances

## DecisionPoint™ for Program Integrity



### Platform

- Electronic data matching services to third party data sources
- Consolidates disparate data sources into a single screen view
- Provides “eligibility recommendations”
- Pre-integrated capabilities:
  - › Workflow management
  - › Missing information management
  - › Letter generation and mailhouse support
  - › Document management

### Services

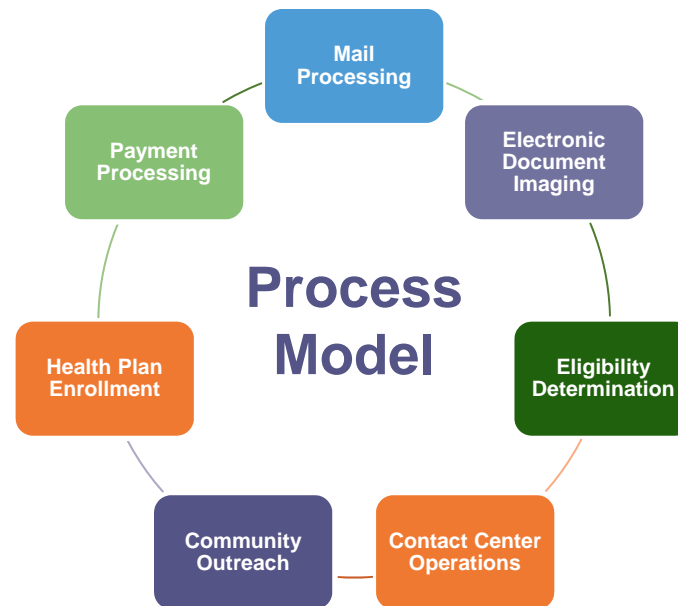
- Scalable business and technical services for:
  - › Eligibility redetermination
  - › Ongoing eligibility verification
  - › Post eligibility determination review
- Call center services available to respond to member inquiries

### Benefits

- Increased accuracy of eligibility determinations
- Ensures individuals are in appropriate program or removed from programs, if ineligible
- Enables quick integration of new data sources into the eligibility determination and program integrity processes
- Provides a stand alone service and system to operate in parallel to ongoing operations requiring no integration

## Getting It Right The First Time

- Operational framework for business process improvement
  - Repeatable processes to reduce errors & increase efficiencies
  - Real-time management & reporting
- Task-based centralization of administrative processes
  - Customer service
  - Mail processing
  - Eligibility determinations
  - Health plan & PCP enrollment
  - Premium processing
  - Provider credentialing & enrollment
- Greater management control, accountability & transparency
- Cost-effective application of information technology (i.e., imaging & electronic task management)



## Commitment to Quality, Independence & Integrity

- Real-time reporting solution
- Business process modeling
- Client and consumer satisfaction surveys
- Knowledge management systems
- Three-tier risk management strategy
- Redundant disaster recovery and business continuity plans
- Workforce management
- HIPAA compliance and privacy protection
- Strong advocacy and adherence to the highest standards of independence and integrity



- Thirteen operations recognized as Contact Centers of Excellence by BenchmarkPortal
- Twelve ISO 9001:2008 certified operations
- Two ISO 27001 certified and SEQOHS accredited operations
- Certified CMMI Level 3

## A Proven Partner for Government

- ✓ Core focus on providing health and human services through public-private partnerships
- ✓ Excellent reputation as prime integrator and strategic partner
- ✓ Extensive program knowledge and operational vision to help governments achieve new efficiencies and enhanced outcomes
- ✓ Independent with no conflict of interest and no contracts with health plans or health care providers
- ✓ Strong history of building and successfully operating project management offices
- ✓ Relationships with local community-based and non-governmental organizations
- ✓ Successful operation of performance-driven programs:
  - Local hiring and workforce development
  - Policy implementation, as determined by our clients
  - Rapid deployment of flexible and scalable operations
  - Achievement of critical program outcomes